

Dial-A-Ride / VineLine

Transporting Packages:

Please limit the number of packages you carry to one arm-load or the equivalent of 2 grocery bags.

Dial-A-Ride/VineLine reserves the right to refuse service to passengers who demonstrate unsafe or disruptive behavior. Violations of rules may result in possible suspension from service and/or prosecution.

Please do not tip the driver. You are welcome to write us about a driver you appreciate and we have an award program for our drivers.

VineLine (Only) Privileges

Personal Care Attendants (PCAs) and Companions

Should you require a Personal Care attendant (PCA) they may ride free of charge. The PCA must have the same pickup and drop off as the rider. In addition, one companion may accompany the rider and travel at the rider's rate. If you will be traveling with a PCA or companion, you must inform the dispatcher at the time of the reservation. This service does not apply to General Public Dial-A-Ride.

Out-of-Area Visitor Riding Privileges

VineLine ADA Paratransit Services can provide 30 days of service for ADA certified persons with disabilities who are visiting from outside the City of Lodi area. Call **209-333-6806** for more information.

Connecting to County Services

San Joaquin Regional Transit District (SJRTD)
1-800-469-8674

South County Transit (SCT/LINK)
209-745-3052



July 2013

Dial-A-Ride / VineLine

Rider Responsibilities:

- Make reservations at least one or more days in advance.
- Be ready at pick-up location and be on time.
- Call to inquire if the vehicle has not arrived by the end of the 20 minute window.
- Call to cancel unneeded rides as soon as possible; avoid no-shows.
- Pay the correct fare in cash, or by ticket (drivers do not make change).
- Wear seat belts.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchair or other mobility device in a safe condition according to the manufacturer's specifications.
- Expect shared-ride service; others may be picked up after or dropped off before you reach your destination.
- Maintain acceptable standards of hygiene.
- No eating, drinking (except water), or smoking is allowed on buses.
- No riding while under the influence of alcohol or illegal drugs.
- No littering on the vehicle.
- Radios, CD players, or other sound generating equipment may only be used with headphones. Music is not permitted to be played aloud.

If you have any questions or suggestions concerning Dial-a-Ride/VineLine service, please call **209-333-6806**.

Driver Responsibilities:

- Riders can expect drivers to adhere to the same standards of common courtesy and personal hygiene as those required of the riders.
- Treat riders with courtesy.
- Be in uniform with visible name tag.
- Stay within the line-of-sight of their vehicle; maintain the assigned service schedule for the convenience of all riders.
- If requested, assist riders when entering and leaving the vehicle.

City of Lodi



Dial-A-Ride & VineLine ADA Paratransit Service Rider's Guide

For more information

call

209-333-6806

www.lodi.gov/transit

Dial-A-Ride / VineLine FARES

Single Ride Ticket (0-59 years)	\$7.00
Single Ride Ticket (Seniors (60+)/Disabled/Medicare/VineLine)	\$2.00
Ten Ride Ticket (0-59 years)	\$66.50
Ten Ride Ticket (Seniors (60+)/Disabled/Medicare/VineLine)	\$16.00
County Area Surcharge	\$1.50
Ten Ride outside City Limits (Seniors (60+)/Disabled/Medicare/VineLine)	\$31.00
Same day service	Double fare

**DRIVERS DO NOT MAKE CHANGE
PLEASE HAVE EXACT CHANGE READY**

TICKETS can be purchased at:

Lodi Station at 24 S. Sacramento Street
Lodi Finance Dept. at 310 W. Elm Street
LOEL Center at 105 S. Washington Street
Hutchins Street Square Senior Center at
125 S. Hutchins Street

Who Can Ride?

The City of Lodi offers two forms of paratransit: **Dial-A-Ride (DAR)** and **VineLine (VL)**. Service is provided within City limits, within 3/4 mile of the fixed route bus system. There is a surcharge for service outside of Lodi. (Woodbridge and Arbor Mobile Home Park).

1. Dial-A-Ride is for members of the general public.
2. VineLine passengers are ADA-Certified. These passengers are unable to use some or all of the fixed route bus services. Persons need to apply for eligibility.

In the event that a VineLine passenger needs to make a reservation for the next day when the office is closed for a service holiday, they may make a reservation by leaving a voice message. ADA Certified passengers have priority for requested times (within one hour before or after a requested time).

When Can I Ride?

Monday - Friday 6:10 a.m. – 6:20 p.m.
Saturday 7:30 a.m. – 3:22 p.m.
Sunday 8:30 a.m. – 1:22 p.m.

There is no service on the following holidays:

New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day.

DAR / VineLine

Reserving a Trip

To schedule a ride, you must call at least one day and up to 14 days in advance of your appointment, to ensure a reservation. Advanced scheduling allows Dial-A-Ride/VineLine to provide service to persons going to the same or nearby destinations.

Same Day Service

Ride requests for the same day of travel are provided when space is available for a doublefare.

When Can I Call for Reservations?

Monday- Friday 8:00 a.m. – 5:00 p.m.
Saturday 8:00 a.m. – 3:00 p.m.
Sunday 9:00 a.m. – 1:00 p.m.

When you call, be prepared to tell the dispatcher:

Your name, telephone number, day and date that you want to ride, the street address of the pickup and destination locations, the time you need to be there and when you want to return.

Please inform the dispatcher if you will be traveling with a service animal, using a wheelchair, or traveling with a Personal Care Attendant.

Trip demand is heaviest between the hours of 7:30 a.m. to 9:30 a.m. and 1:30 p.m. to 3:00 p.m. Please schedule your trips outside these times if possible to increase the likelihood that your trip can be accommodated.

Pick up Window

A Paratransit vehicle arriving any time within a 30-minute pickup window (10 minutes prior or 20 minute after a scheduled pick-up time) will wait up to 5 minutes for a passenger. It is important to remember that buses arriving within 10 minutes before or 20 minutes after the scheduled pick-up time are considered on time and within the time window. You will not be considered a no-show if you refuse a ride that arrives later than 20 minutes after scheduled pick up reservation time.

Our drivers are not allowed to enter a private residence and they must keep their vehicle in sight at all times. Please wait at the entrance of your pickup locations and be visible to the bus driver.

Please keep in mind that Dial-A-Ride/VineLine is a shared service and will not take you directly from your pickup to your destination. Passengers may travel up to **60** minutes on the bus.

DAR / VineLine

Subscription Service

If you travel to and from the same destination at the same time and day, you may request to use subscription service. This service allows riders to make reservations for regular trips. You can request to be picked up from your departure point at the same time everyday. You can also arrange for your return trip home. Your reservation service will continue automatically until you ask for it to be changed. Please keep in mind that if you are unable to come to your appointment, you will need to cancel otherwise you will be considered a no show.

No Show Policy

If you cannot make it to your appointment, you must call 209-333-6806, at least one hour prior to your departure time so other passengers can use the service, otherwise you will be considered a no show. You will also be considered a no-show if you reserve a ride but do not meet the vehicle within 5 minutes of its arrival or call to cancel a trip less than 1 hour before your scheduled pick up time. If you have 4 no shows in 6 months, you may be suspended from service.

Mobility Devices

Wheelchairs must be in good working order with functional brakes. We encourage wheelchair users to remain in their chair and wear a lap belt during loading and unloading, as well as while riding on the bus. All wheelchairs will be secured to the bus. Please back on to the lift.

All vehicles are equipped with passenger lifts that meet ADA specifications. Lifts will accommodate mobility devices such as wheelchairs and scooters up to 800 pounds, including the passenger. Mobility devices that exceed this standard may not be transported.

Transporting life-support equipment

You may bring a respirator, portable oxygen, and/or other life support equipment as long as it does not violate laws or rules related to transportation of hazardous materials and will fit in the Paratransit vehicle. If you are riding in a wheelchair, these items need to be attached to your wheelchair, not wheeled separately.

Service Animals

You may travel with a service animal such as a guide dog. When you make your reservation, please inform the dispatcher that you will be traveling with a service animal. A service animal is one that is trained to perform specific tasks for a disabled passenger. Pets are not allowed.